

**Abstract of the Disclosure**

5 A telephone call distribution system for determining destination for  
an incoming telephone call in a telephony network including a service control  
point (SCP) operates with a plurality of workstations each comprising a  
telephone coupled to the telephony network and a proximate computer  
station having a video display unit (PC/VDU), the PC/VDO connected to the  
SCP via a wide area network (WAN), and a personal router associated with  
each PC/VDU. The SCP broadcasts data pertaining to the incoming  
10 telephone call and a request for a destination to individual ones of the  
PC/VDUs via the WAN, and the personal routers negotiate a destination  
based on individual routing rules and the data pertaining to the call. At least  
one of the individual routers responds to the SCP with a destination for the  
call. In some instances the workstations are associated with a call center,  
15 and the call center may be CTI-enhanced. Individual routers in this instance  
may be executed on a server on a local area network connecting  
workstations at the call center, the server providing individual routers to  
workstations in a client-server relationship.

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